separate from Brooks' internal ordering system (AS400). Consequently, service orders are input twice—once in the Brooks' system, and again in the Ameritech system. The service orders are "collected" and reinput via modem to Ameritech several times a day. As a backup measure, a daily summary listing order #'s is manually created and faxed to Ameritech. Every day, the provisioning department manually double checks the previous day's orders to see if they were rejected, received or not received by Ameritech's system. It's a common occurrence for orders to get lost in transit so these orders are, again, input into the Ameritech system for processing. There is a great need for a standard, reliable ordering system which can easily be interfaced between companies, where there is no manual checks & balances and no duplicated effort. Ameritech needs to establish further internal controls and edits between the two electronic data systems.

- 2. Number Portability: Unlike the unbundled loops, the porting orders can not be transmitted to Ameritech electronically. Each order is entered into the Brooks AS400, printed, and manually faxed to Ameritech. Ameritech needs to establish an electronic means to process orders for number portability.
- 3. Billing: Currently, Ameritech is sending invoices for unbundled loops, number portability, and interconnection usage to Brooks in paper form. These bills literally contain many thousands of separate data entries. This data in paper format cannot be easily cross-referenced to check for accuracy before payment is made. Brooks has requested that these invoices be sent in electronic format so that the necessary auditing can be performed by our computer system. (See Attachment 2). Ameritech needs to establish an electronic means of submitting invoices.

Inability Of Potential Brooks Customers To Obtain Service Information

<u>Description:</u> Payphone Contracts. Signed letters of authorization (LOA's) from potential Brooks customers are submitted to Ameritech to obtain a copy of applicable terms and compensation plan, i.e. customer contract. Ameritech has not produced this information, even though a signed LOA has been submitted. Ameritech should supply this information.

Examples: Cornerstone College and Ottawa Hills High School.

12/30/96 2 of 3

Poor Coordination Of Customer Cutovers:

Description: Poor coordination with Ameritech technicians during customer cutovers causes extreme customer dissatisfaction and displacement. Customer cutovers, on a regular basis, are taking 5 to 10 times longer than necessary. There are a variety of reasons for these delays, as can be shown in the attached examples (Attachment 3). The reasons can be generally attributable to incomplete records of existing service and/or insufficient up-front preparation. Brooks has worked with Ameritech to minimize customer down time, but excessive down time continues to occur. A common occurrence involves "cutting" the existing service on customer lines when incoming calls are currently in process. Brooks has proposed one technical solution, as shown on Attachment 4, and is waiting on a response from Ameritech. Ameritech needs to improve its internal operational procedures to avoid lengthy customer cutovers.

Improvements In Customer Service Commitments:

Description:

- 1. "The Customer Comes First": Both Brooks and Ameritech should adhere to this standard, and develop operational procedures with the customer in mind. Instances where customers are inconvenienced behind the jest of "company policy" are unacceptable. Most of the above issues clearly create an inconvenience to the customer, who is merely trying to execute its option to choose the carrier of its choice.
- 2. Lack of Sufficient Resources After Hours: Often times, an order must be completed after regular business hours. In many instances, Ameritech does not employ sufficient technicians to complete these orders. This inconveniences the customer by postponing their service cutover to the next business day. Ameritech should not be able to create a bottleneck for service installation, within limited business hours, which is contrary to the best interests of the customer.
- 3. Lack of Professionalism: There have been numerous situations where Ameritech technicians have made disparaging and inaccurate remarks about Brooks' service while on the customers' premises. Such conduct is unprofessional, and Ameritech should train and discipline their personnel accordingly.

12/30/96 3 of 3

12/19/96 THU 14:30 FAX 616 245 3888

45856

LEEDY MEG.

Ø 903

ATTACHMENT 1

AM1233A

Ameritech ValueLinks Plus Agreement

This is an agreement between

ValueLink** Plus, an optional calling plan offered under tariffs filed with the Indiana Utilities Regulatory Commission, the Michigan Public Service Commission, the Public Utility Commission of Ohio, and the Public Service Commission of Wisconsin.

Term:

The term of this Agreement commences when Customer executes this Agreement and Ameritech installs the ValueLink Plus calling plan and shall continue for the term selected by the Customer on page 2 of this Agreement.

Usave Commitment:

In the event Customer's applicable usage falls below the minimum monthly usage commitment (MMUC) level. Customer will be billed the difference between actual usage and the commitment level. If an annual usage commitment is selected, then the Customer will be billed the difference on an annual basis or at contract expiration. The annual usage commitment is only available on the 36 month term of Option 5 (see page 2).

Rates and Usage Commitment

ValueLink Plus service affers reduced per minute rams on specific usage when Customer agrees to a minimum usage level as specified by Customer on page 2 of this Agreement. In the event Customer's applicable usage falls below its commitment level. Customer will be billed the difference between actual usage and the commitment level. If Customer elects a minimum monthly usage commitment ("MMUC"), the difference will be billed on the next monthly bill. If Customer elects a minimum annual usage commitment ("MAUC"), Customer will be billed the difference on an annual basis or at contract expiration.

Rate Ontions

Customer may elect Option A or Option B on page 2 of this Agreement. Under Option B, American IntraLATA usage from American Calling Card contributes to Customer's satisfaction of its MMUC or MAUC.

	OPTION A	
MMUÇ	18 Mas.	36 Mas.
550	0.14	0.12
\$100	0,13	0.11
5250	0,125	0.105
5500	0.12	(),10
\$1.000	0.11	11.9
\$2,500	0.10	1 0.8
		(.087 in OH)

_			
MMUC	18 Mas.	MAUC	36 Mps.
\$55	0.14	\$660	0.12
\$105	0.13	\$1,260	0.11
3255	0.125	\$3,060	0.105
\$505	0.12	\$6.060	0.10
\$1.005	0.11	\$12,060	0.09
\$2,505	0.10	\$30.060	0.08
			(.087 In OH)

Early Terminarian-

Except as provided elsewhere in this Agreement. If Customer terminates this Agreement prior to its expiration. Customer will be billed termination liability equal to (MMUC) X (Number of months remaining in Agreement term) or (MAUC) X (Number of months remaining in Agreement term).

Sarisfaction Guarantee:

American agrees to waive termination liability when Customer is a first time subscriber to ValueLink and within ninety (90) days of the ValueLink installation.

Limitation

Customer's usage commitment is satisfied by direct dialed, station-to-station, intrastate/intralata long distance usage, including Michigan zone usage, on business classes of service. ValueLinkSM Plus rates do not apply to Michigan zone usage.

Liability:

The liability, if any, of Ameritech, its affiliates, successors, agents or assigns for damages to Customer or to any third party whether in negligence, tort, contract or otherwise, for any mistake, omissions, interruptions, defects, delays, errors, injuries, non-performance or performance failures of the service covered under this Agreement is limited to an amount equal to a prompt reduction of the MMUC or MAUC, whichever is applicable.

Ø 002

AM1233A

Ameritech ValueLinksM Plus Agreement

remissance from Dating A M Option B.

			Post-It" brand fax transm	From KRIHY
			Co. DONNE	CO. AUDITALL
			Dept.	Prono # 222 - 9910
			Fax: 224-5100	0041
	(Does not includ	le calling card usage)	
Term:			36 months	Customer Initials:
Monthly Usage Comm	itment			Customer Initials:
		5250	\$500	51.000 52.500
Promotion Type(s):				
			OR	
			Aprion B alling card usage)	
Term:	10 - June	(111612002		Customer Initials:
I GITTE:	18 months	-	70 mouns	Customer Innian.
Monthly Usage Comm	isment (18 month to	traconty):		
555	\$105	S25 5	\$505	\$1.005 \$2.505
			OR	
Annual Usage Commit	imeni (36 manih ici	rm anlv);		Customer Initials:
	*	•	\$6,060	512,060 130,060
Supportion (Abe(2): -				
Vous supplier tickes	wiedser that you	selection and	accent the terms and f	conditions for the Americach Va
I am as Brustance various	you are authorized	to make the co	mmitment and order ser	rvice for this account.
Plus service and that				
Plus service and that CUSTOMER			AMERITECH	·
Plus service and that			AMERITECH	
Plus service and that	Signacure		AMERITECH Authorized America	sch Signature
Plus service and that CUSTOMER Authorized Customer	Signacure		Authorized America	och Signature
Plus service and that CUSTOMER Authorized Customer Print/Type Name				och Signature
Plus service and that CUSTOMER Authorized Customer Print/Type Nathe DON FREEHAL			Authorized America Principle Name	sch Signature
Plus service and that CUSTOMER Authorized Customer Print/Type Name			Authorized America	och Signature
Plus service and that CUSTOMER Authorized Customer Print/Type Nathe DON FREEHAL			Authorized America Principle Name	och Signature

November 6, 1996

Ameritech Eric Larson 350 North Orleans, Floor 3 Chicago, IL 60654

Dear Eric:

I'm sending you this letter to follow up with our phone conversation on October 31, 1996. In our conversation, you stated that you will start the process necessary to send us tapes or MDM of invoices. This will be very helpful as we grow to process our payments.

We also talked about detailing out the credits due to us for disputed items. Since this information is stored electronically in your systems, I prefer that your billing department work with this data to calculate the credits. We can then review the calculation. As you know, we do not have access to this information in an electronic format making it difficult to manipulate. The credits due are 60 cents for each additional path billed and the \$42 charge for Line connection charges on the SPNP bills. There are credits due on the unbundled loop bills for \$42 for each one-time line connection charge. Once these credits are given, you will see that there isn't a past due balance to Ameritech.

As I mentioned, we need our invoices from Ameritech sent to us in an electronic format. This will enable us to better process payments. Hence the need for our invoices to be provided in some sort of tape or other electronic format.

I want to resolve these outstanding issues so we can move to other priorities, as I am sure you do. If you have any questions please don't hesitate to call (314) 579-3734.

Sincerely

John F. Jennings

cc: Marty Clift
Dennis Perkins
Millie Reed

Paula Venema

From:

Jason De Jongh

Sent:

Thursday, December 19, 1996 10:05 PM

To:

Paula Venema

Subject:

FW: Cut for Keller Transer Lines due 12-11

From:

m: Pat Luhrs

Sent:

Thursday, December 12, 1996 7:38 AM

To:

Jason De Jongh

Subject:

Cut for Keller Transer Lines due 12-11

Jason,

This cut was due yesterday at 8 AM but because of multiple problems was still not done at 8 PM last night. First of all at least half of the lines were on ISLC and we needed an Ameritech tech to change them before we could cut. This held up the cut until approximately 10 AM. Then the customer couldn't dial long distance because the sales person had their carrier as LDMI instead of LCi. That was an easy fix! Then some of the lines kept locking up when Kevin dialed out. From Troy in the NOCC we discovered that the lines were going into overcurrent protection. I contacted unbundling and from my experience with Ameritech I was able to determine, by having Neal read the Ameritech assignment to me, that most of the lines that were in trouble were assigned incorrectly on GST cards. I had Neal re-dispatch the tech to change the cards and to make a long story short - he just pulled the cards out and put them back in which reset the lines. When Kevin dialed out the again went into overcurrent protection. Ameritech did finally dispatch a tech to change the cards in the C.O. around 10:30 PM last night and Kevin and I are testing the lines now. Brett agreed to have his techs monitor the lines during the night to keep resetting them because this is a 24 hour busines.. Need any more info—see me.

Thanks-Pat

ATTACHMENT 3

Order Tracking System Enter/Maintain Centrex Sales

12/30/96 11:14:36

Mode: DSP

der#: 961008025 01 Sts: OPN Cat/Typ/Act: CEN SLS INS Master#:

st#.: 9495 CROWN MOTORS LTD.

2ty...: 39 | Received...: 10/08/96 | In

Interval #Days

OT03 Enter/Update Order Tracking	ng Cmts		
Comment	Date	Time	User
HOLLAND CO	10/16/96	11:07	LBIEBER
CENTREX ORDER FOR 38 LINES TOTAL:	10/16/96	11:07	LBIEBER
27 LINES AT 196 REGENT AVE.	10/16/96	11:07	LBIEBER
10 LINES AT 1127 CENTRAL AVE.	10/16/96	11:07	LBIEBER
1 LINE AT 273 N. RIVER AVE.	10/16/96	11:07	LBIEBER
ALL THREE LOCATIONS SHOULD BE GROUPED TOGETHER A	AS 10/16/96	11:07	LBIEBER
ONE CENTREX GROUP. THERE ARE NO OTHER LOCATIONS	10/16/96	11:07	LBIEBER
TO BE ADDED THAT I AM AWARE OF.	10/16/96	11:07	LBIEBER
VENDOR IS LUCENT. WILL THEY NEED TO BE PRESENT	AT 10/16/96	11:07	LBIEBER
CUTOVER? NEW LOOPS OR REUSE?	10/16/96	11:07	LBIEBER
			More

F3=Exit

F5=Refresh, No-Update

Order Tracking System 12/30/96 11:14:36 Enter/Maintain Centrex Sales Mode: DSP

der#: 961008025 01 Sts: OPN Cat/Typ/Act: CEN SLS INS Master#:

st#.: 9495 CROWN MOTORS LTD.

|Received...: 10/08/96 39 Qty...: | Interval #Days

OT03	Enter/Update Order Tracking (Cmts		
Comment		Date	Time	User
B-POL IN FILE.		10/16/96	11:07	LBIEBER
*** UNBUNDLE T	O HOLLAND C/O. WE WILL REUSE LOOPS.	10/29/96	14:37	MWALKEN
396-7349 IS AT	1127 CENTRAL LOCATION. NEED TO CONA	10/29/96	14:37	MWALKEN
CT VENDOR? ARE	THERE 800 NUMBERS?	10/29/96	14:37	MWALKEN
SHORT FACIL FO	R 3 LINES ON 961030258 - LOTS OF 17	11/01/96	10:01	LPETERM
CARDS BUT NO A	SSOC CFA'S - NTFYD BARRY R OF SITUAT	11/01/96	10:01	LPETERM
ION - HE'S CHE	CKING W/ JASON D ON HOW HE WANTS THI	11/01/96	·10:01	LPETERM
S SITUATION HA	NDLED & WILL GET BACK WITH ME	11/01/96	10:01	LPETERM
ORIG CK'D W/ E	ARRY 10-31 IN A.M CHECKED BK W/ H	11/01/96	15:58	LPETERM
IM 11-1, NO IN	FO AS YET	11/01/96	15:58	LPETERM
				More

F3=Exit

F5=Refresh, No-Update

Order Tracking System 12/30/96 11:14:36 Enter/Maintain Centrex Sales Mode: DSP DPARKS

der#: 961008025 01 Sts: OPN Cat/Typ/Act: CEN SLS INS Master#: st#.: 9495 CROWN MOTORS LTD.

Qty...: 39 | Received...: 10/08/96 Interval #Days

OTO3 En	ter/Update Order Tracking O	Cmts		
Comment	-	Date	Time	User
CHANGED DUE DATE TO 11/2	5 WITH MIKE V. IN ORDER TO	11/11/96	10:53	LBIEBER
EVEN OUT THE CUTOVER SCH	EDULE PER REQUEST FROM MEL	11/11/96	10:53	LBIEBER
ISSA COOK.		11/11/96	10:53	LBIEBER
PER MIKE V., 393-6385 HA	S NOT BEEN ADDRESSED. I	11/13/96	15:28	LBIEBER
CALLED JIM (REP) AND HE	SAID TO ADD IT TO THE ORDE	11/13/96	15:28	LBIEBER
R. ADDED 393-6385 PORTIN	G TO 820-0261. NOTIFIED	11/13/96	15:28	LBIEBER
MIKE V.		11/13/96	15:28	LBIEBER
CALLED BRUCE IN TRANS. T	O LET HIM KNOW OF NEW LINE	11/13/96	15:36	LBIEBER
ADDED TO ORDER.		11/13/96	15:36	LBIEBER
AMI-ORDER# C2014279197 F	OR LOOP	11/18/96	10:51	DGEORGE
				More

F3=Exit

F5=Refresh, No-Update

Order Tracking System 12/30/96 11:14:36 Enter/Maintain Centrex Sales Mode: DSP

DPARKS

der#: 961008025 01 Sts: OPN Cat/Typ/Act: CEN SLS INS Master#:

3t#.: 9495 CROWN MOTORS LTD.
Qty...: 39 | Received...: 10/08/96 Interval #Days

OT03	Enter/Update Order Tracking	Cmts		
Comment		Date	Time	User
AMI-ORDER# C2014311630	FOR LOOP	11/18/96	10:51	DGEORGE
AMI-ORDER# C2014273555	FOR LOOP PON# 96103025	11/20/96	9:43	DGEORGE
FOR PON# 961030258		11/20/96	9:43	DGEORGE
AMI-ORDER# C1484003863	FOR PORT PON# 961030171	11/20/96	9:55	DGEORGE '
AMI-ORDER# C559357	FOR PON# 961030171	11/20/96	9:57	DGEORGE
AMI-ORDER# D1484003837	FOR DISC PON# 961030131	11/20/96	9:57	DGEORGE
AMI-ORDER# C1484003838	FOR PORT PON# 961030131	11/20/96	9:57	DGEORGE
AMI-ORDER# C2014279197	FOR LOOP PON# 961030131	11/20/96	9:57	DGEORGE
AMI-ORDER# HA-D976485	FOR PON# 961030258	11/20/96	9:58	DGEORGE
AMI-ORDER# D1484003954	FOR DISC PON# 961030258	11/20/96	9:58	DGEORGE
				More

F3=Exit

ОТ52

Order Tracking System

12/30/96 11:14:36

More...

DPARKS	Enter/Maintain Centrex Sales	Mode: DSP	
0 1	OCIOGOGE OI Cha. ODN. Cat./Mam./Act. CEN.CIC.INC.	Maatant.	

Tuel#: 901008025 01 StS. OPN Cat/Typ/Act. CEN SLS	INS Mast	CIπ.	
ist#.: 9495 CROWN MOTORS LTD.	,	.	2 11 5
Qty: 39 Received: 10/08/96	ł	Interv	al #Days
OT03 Enter/Update Order Tracking (Cmts		
Comment	Date	Time	User
AMI-ORDER# C1484003863 FOR PORT PON# 961030258	11/20/96	9:58	DGEORGE
CUSTOMER WANTS TO CHANGE DUE DATE TO TUES., 11/26	11/20/96	13:25	LBIEBER
AT 10:00 AM. LEFT MSG FOR MIKE V. TO SEE IF THIS	11/20/96	13:25	LBIEBER
IS OK.	11/20/96	13:25	LBIEBER
NOTIFIED VENDOR OF CUTOVER - THEY DO NOT NEED TO	11/20/96	13:39	LBIEBER
BE THERE PER JANE/LUCENT.	11/20/96	13:39	LBIEBER
MIKE IS CHECKING W/ AMI ON NEW DUE DATE.	11/20/96	13:39	LBIEBER
PER MIKE, 11/26 IS OK. SENT DUE DATES E-MAIL.	11/21/96	9:22	LBIEBER
TRANSLATIONS COMPLETED	11/22/96	15:53	PZAISER
THE CUT TIME IS CHANGES TO 7:30 AM. AMERITECH WAS	11/25/96	15:36	PLUHRS

F3=Exit

Order Tracking System 12/30/96 11:14:36 Enter/Maintain Centrex Sales Mode: DSP

More...

^rder#: 961008025 01 Sts: OPN Cat/Typ/Act: CEN SLS INS Master#: st#.: 9495 CROWN MOTORS LTD. Qty...: 39 |Received...: 10/08/96 | Interval #Days OT03 Enter/Update Order Tracking Cmts Time Comment Date User CONCERNED THAT IF THIS BUSINESS HAD A LOT OF IN-11/25/96 15:37 PLUHRS COMING TRAFFIC IT COULD SLOW UP THE CUT A GREAT 11/25/96 15:37 PLUHRS DEAL. THEY CAN'T CUT IF THE LINES ARE BUSY. JIM 11/25/96 15:37 PLUHRS S. CONTACTED THE CUSTOMER AND RESHEDULED THE CUT. 11/25/96 15:37 PLUHRS 11/25/96 15:37 PLUHRS EVERYONE WAS NOTIFIED. THE CUT STARTED AT 7:30 AM BUT AMERITECH HAD A 11/26/96 10:08 PLUHRS PROBLEM IN THEIR SWITCH RELEASING THE DISCONNECT 11/26/96 10:08 PLUHRS ORDERS SO THAT THEY COULD START THE PORTING. AS 11/26/96 10:08 PLUHRS OF 10 AM ALL THE PORTING IS DONE EXCEPT FOR THE 11/26/96 10:08 PLUHRS 1ST 10 LINES AT THE MAIN ADDRESS OF 196 REGENT. 11/26/96 10:08 PLUHRS

F3=Exit

Order Tracking System 12/30/96 11:14:36 Enter/Maintain Centrex Sales Mode: DSP DPARKS

^ der#: 961008025 01 Sts: OPN Cat/Typ/Act: CEN SLS INS Master#: st#.: 9495 CROWN MOTORS LTD.
Qty...: 39 | Received...: 10/08/96 | Indeed...

Interval #Days

OT03	Enter/Update Order Tracking	Cmts		
Comment	-	Date	Time	User
TRANSLATIONS IS W	ORKING ON THE PROBLEM AND WILL	11/26/96	10:08	PLUHRS
CALL ME AS SOON A	AS IT IS FIXED. JIM S. AND MARK	11/26/96	10:08	PLUHRS
WERE NOTIFIED.		11/26/96	10:08	PLUHRS
PER JOE AT AMI TH	HE PORTING IS COMPLETE. I TRIED	11/26/96	11:59	PLUHRS
TO CHECK THE HUNT	ING BUT THE LINES IMMEDIATELY	11/26/96	11:59	PLUHRS
WERE FULL OF CALI	LS. MARK WAS AT SITE AND SAID THE	11/26/96	11:59	PLUHRS
RECEPTIONIST SAID	CALLS WERE COMING THRU OKAY. I	11/26/96	11:59	PLUHRS
ASKED TO TEST THE	OTHER LOCATION WITH CASE BUT HE	11/26/96	11:59	PLUHRS
SAID THAT THE HAD	ALREADY TESTED ALL THE LINES	11/26/96	11:59	PLUHRS
WITH MARK, EVERY	THING APPEARS TO BE OK NOW. THE	11/26/96	11:59	PLUHRS
				More

F3=Exit

Order Tracking System 12/30/96 11:14:36 Enter/Maintain Centrex Sales Mode: DSP DPARKS

Order#: 961008025 01 Sts: OPN Cat/Typ/Act: CEN SLS INS Master#: st#.: 9495 CROWN MOTORS LTD.

39 |Received...: 10/08/96 Qty...: Interval #Days

	OT03 Enter/Update Order Tracking C	Cmts		
	Comment	Date	Time	User
_,	CUSTOMER WAS NOT A "HAPPY CAMPER" ABOUT BEING WITH	11/26/96	12:00	PLUHRS
×	NO PHONE SERVICE FOR 4 HOURS. CLOSING ORDER.	11/26/96	12:00	PLUHRS
	I DID TEST ALL THE ODD LINES AT THE REGENT ADDRESS	11/26/96	12:01	PLUHRS
	WITH MARK AND EVERYTHING WAS OK.	11/26/96	12:01	PLUHRS
	820-0435 HAS A SHORT ON IT SO AMERITECH ISSUED A	11/26/96	12:13	PLUHRS
	TBL TKT MU002869 WHICH IS NOW MATCHED UP WITH A	11/26/96	12:13	PLUHRS
	BROOKS TBL TKT 961126019 WAITING FOR AMERITECH TO	11/26/96	12:13	PLUHRS
	DISPATCH TO A TECH.	11/26/96	12:13	PLUHRS
	DA SENT.	11/26/96	14:30	KREAMES
	TBL TKT CLEARED BY ERIKA AT AMI. NOTIFIED NOCC.	11/26/96	16:38	PLUHRS
				More

F3=Exit

F5=Refresh, No-Update

Order Tracking System 12/30/96 11:14:36 Enter/Maintain Centrex Sales Mode: DSP

Onder#: 961008025 01 Sts: OPN Cat/Typ/Act: CEN SLS INS Master#:

it#.: 9495 CROWN MOTORS LTD.

Qty...: 39 | Received...: 10/08/96 1 Interval #Days

OT03 Enter/Update Order Tracking Cmts

Comment Date Time User RNA BUT IT'S A MODEM LINE. ERIKA SAID THE AMI 11/26/96 16:39 PLUHRS TECH NOTIFIED THE CUSTOMER AND TESTED THE LINE OK. 11/26/96 16:39 PLUHRS 040 / LCI NOTIFIED. 11/27/96 4:00 SHOWARD 11/27/96 8:58 BTURNER

XLATS WERE COMPLETED ON VERSION 00

Bottom

F3=Exit

F5=Refresh, No-Update

Order Tracking System Enter/Maintain Centrex Sales

12/30/96 11:19:59

Mode: DSP

der#: 961023325 01 Sts: OPN Cat/Typ/Act: CEN SLS INS Master#: 3t#.: 9942 SNELLING TEMPORARIES y...: 26 | Received...: 10/23/96 | In Interval #Days

OT03 Enter/Update Order Tracking C	Cmts		
Comment	Date	Time	User
NEW CENTREX ORDER FOR 20 LINES AT 3 LOCATIONS:	10/24/96	10:45	LBIEBER
9 LINES AT 2100 RAYBROOK SE (GR)	10/24/96	10:45	LBIEBER
6 LINES AT 2845 WILSON SW (GRANDVILLE)	10/24/96	10:45	LBIEBER
5 LINES AT 603 E. SIXTEENTH (HOLLAND)	10/24/96	10:45	LBIEBER
THERE WILL BE ANOTHER GRAND RAPIDS LOCATION ADDED	10/24/96	10:45	LBIEBER
WITH 5 LINES WHEN WE ARE ABLE TO OFFER SERVICE IN	10/24/96	10:45	LBIEBER
THE EMPIRE CO. I USED NCOS "1" FOR THE GR LOCATION	10/24/96	10:45	LBIEBER
S, AND NCOS "11" FOR THE HOLLAND LOCATION. LET ME	10/24/96	10:45	LBIEBER
KNOW IF THIS IS A PROBLEM.	10/24/96	10:45	LBIEBER
NEED ONE NEW LOOP INSTALLED AT 2100 RAYBROOK ON	10/24/96	10:45	LBIEBER
			More

F3=Exit

F5=Refresh,No-Update

Order Tracking System 12/30/96 11:19:59
Enter/Maintain Centrex Sales Mode: DSP

More...

der#: 961023325 01 Sts: OPN Cat/Typ/Act: CEN SLS st#:: 9942 SNELLING TEMPORARIES Qty: 26 Received: 10/23/96	INS Maste		val #Days
OT03 Enter/Update Order Tracking (Cmts		
Comment	Date	Time	User
11/13 TO TEST NEW LINE BEFORE CUTOVER ON 11/15.	10/24/96	10:45	LBIEBER
WILL WE NEED NEW LOOPS ANYWHERE ELSE? DO WE NEED	10/24/96	10:45	LBIEBER
VENDOR PRESENT FOR CUTOVER? IF SO, WHICH LOCATIONS	10/24/96	10:45	LBIEBER
WILL VENDOR NEED TO GO TO?	10/24/96	10:45	LBIEBER
*** 603 16TH ST. UNBUNDLE TO HOLLAND C/O. 2845 WIL	10/29/96	16:16	MWALKEN
SON UNBUNDLED TO LENOX C/O. 2100 RAYBROOK ON BROOK		16:16	MWALKEN
S FIBER (CABLESPAN) OUT OF THE AIRPORT C/O.	10/29/96	16:16	MWALKEN
HOLDING ORDER UNTIL THE EMPIRE WIRE CENTER OPENS	10/31/96	15:34	LBIEBER
UP. CUSTOMER WANTS ALL 4 LOCATIONS TO CUT OVER AT	10/31/96	15:34	LBIEBER
THE SAME TIME.	10/31/96	15:34	LBIEBER

Order Tracking System 12/30/96 11:19:59
Enter/Maintain Centrex Sales Mode: DSP

der#: 961023325 01 Sts: OPN Cat/Typ/Act: CEN SLS INS Master#: st#:: 9942 SNELLING TEMPORARIES

Qty...: 26 | Received...: 10/23/96

| Interval #Days

OTO3 Enter	/Update Order Tracking	Cmts		
Comment	-	Date	Time	User
AMI-ORDER# D1484003621 FOR	DISC	11/01/96	11:38	DGEORGE
AMI-ORDER# C1484003622 FOR	PORT	11/01/96	11:38	DGEORGE
AMI-RODER# C2014314500 FOR	LOOP	11/01/96	11:38	DGEORGE
SENDING ORDER THRU - EMPIRE	CO IS OPEN NOW PER	11/04/96	9:17	LBIEBER
MELISSA COOK		11/04/96	9:17	LBIEBER
AMI-ORDER# C2014309183 FOR	LOOP PON# 961030079	11/05/96	10:41	DGEORGE
CLD MARK WALKENDORF FOR RST	/HDT INFO FOR ORDER #	11/06/96	8:36	CWRIGHT
961106002.		11/06/96	8:36	CWRIGHT
SENT PORTING INFO FOR 2100	RAYBROOK SE LOCATION TO	11/06/96	11:37	CWRIGHT
AMERITECH.		11/06/96	11:37	CWRIGHT
				More

F3=Exit

F5=Refresh, No-Update

Order Tracking System 12/30/96 11:19:59
Enter/Maintain Centrex Sales Mode: DSP

8:11 DGEORGE

More...

der#: 961023325 01 Sts: OPN Cat/Typ/Act: CEN SLS INS Master#: st#.: 9942 SNELLING TEMPORARIES Qty...: 26 | Received...: 10/23/96 | Interval #Days отоз Enter/Update Order Tracking Cmts Comment Date Time User PER BARB/AMERITECH, FOR THE RAYBROOK LOCATION, WE 11/07/96 12:05 CWRIGHT HAVEN'T ADDRD 957-2011. REF'D THIS TO LAURA BIEBER 11/07/96 12:05 CWRIGHT AMI-ORDER# GX-D976597 FOR DISC 13:07 11/07/96 DGEORGE 11/07/96 13:07 DGEORGE AMI-ORDER# C1484003715 FOR PORT 11/08/96 9:01 975-2011 IS ADDRESSED ON UNIT HEADER #21. LBIEBER CHECKING WITH DAWN GEORGE FOR PORTING INFO. 11/11/96 9:01 CWRIGHT CALLED MIKE V. TO SEE IF WE CAN MOVE UP DUE DATE 11/11/96 10:48 LBIEBER IN ORDER TO EVEN OUT CUTOVER SCHEDULE. MIKE SHOWS 11/11/96 10:48 LBIEBER 11/11/96 10:48 LBIEBER 20TH TO BE OK. CALLED REP TO LET HIM KNOW.

F3=Exit

AMI-ORDER# GA-D558770

F5=Refresh, No-Update

Enter=Add Comments

11/12/96

Order Tracking System Enter/Maintain Centrex Sales

12/30/96 11:19:59

Mode: DSP DPARKS

`rder#:	961023325	01	Sts:	OPN	Cat/Typ/Act:	CEN	SLS	INS	Master#:
---------	-----------	----	------	-----	--------------	-----	-----	-----	----------

ust#.	:	9942	SNELLING	TEMPORARIES
\+ + + r		26	IDagairrad	• 10/23/96

Qty:	26	Received: 10/23/96	Interval #Days
------	----	--------------------	----------------

OT03 Enter/Update Order Tracking (Cmts		
Comment	Date	Time	User
AMI-ORDER# D558912 (957/2011)	11/12/96	8:11	DGEORGE
AMI-ORDER# C558909; SPS 11529	11/12/96	8:11	DGEORGE
AMI-ORDER# C1484003824 FOR PORT	11/12/96	8:11	DGEORGE
CUTOVER IS SCHEDULED FOR 11/20 AT 8:00 AM.	11/13/96	16:25	LBIEBER
SENT DUE DATES E-MAIL.	11/13/96	16:25	LBIEBER
SENDING CHANGE DUE DATE REQUEST TO AMERITECH FOR	11/19/96	12:36	CWRIGHT
THE 2100 RAYBROOK SE LOCATION/PORTING DD 11/27 NOW	11/19/96	12:36	CWRIGHT
PER LAURA BIEBER.	11/19/96	12:36	CWRIGHT
XLATIONS COMP	11/19/96	13:13	ENEER
CHANGE DUE DATE TO 11/27 AT 9 AM PER REP.	11/19/96	15:58	LBIEBER
			More

Order Tracking System 12/30/96 11:19:59
Enter/Maintain Centrex Sales Mode: DSP

More...

der#: 961023325 01 Sts: OPN Cat/Typ/Act: CEN SLS INS Master#: st#.: 9942 SNELLING TEMPORARIES Qty...: 26 | Received...: 10/23/96 | Interval #Days OT03 Enter/Update Order Tracking Cmts Comment Time User Date 11/19/96 16:28 DA SENT LJORDAN RAMONE CALLED IN COMP FOR PLAINFIELD LOCATION. WAS 11/20/96 15:57 PABAIR NOT SUPPOSED TO GO YET. JIM S. CALLED AND SAID CU 11/20/96 15:57 PABAIR STOMER CANNOT BE CALLED. REFERRED BACK TO RAMONE. 11/20/96 15:57 PABAIR PAT NOTIFIED NEIL YESTERDAY THAT DUE DATE IS CHANG 11/20/96 16:00 PABAIR ED TO 11/27. 11/20/96 16:00 PABAIR 16:04 DGEORGE AMI-ORDER# D0000558990 FOR DISC 11/20/96 AMI-ORDER# C1484003860 FOR PORT 11/20/96 16:04 DGEORGE GLORIA STARK/CUST CALLED. QUITE UPSET ABOUT THE 11/21/96 11:30 KKLINE BUSINESS THEY ARE LOSING DUE TO NO SERVICE. I 11/21/96 11:30 KKLINE

F3=Exit

F5=Refresh, No-Update

Order Tracking System Enter/Maintain Centrex Sales

12/30/96 11:19:59

Mode: DSP DPARKS •

rder#: 961023325 01 Sts: OPN Cat/Typ/Act: CEN SLS INS Master#: 1st#.: 9942 SNELLING TEMPORARIES

Qty...: 26 | Received...: 10/23/96 | Interval #Days

OT03 Enter/Update Order Tracking (Cmts		
Comment	Date	Time	User
SPOKE WITH WILL/TRNS & ALL OKAY THERE. ALSO SPOKE	11/21/96	11:30	KKLINE
WITH PAUL/DISP-WILL CONTACT AMI ON THIS. GLORIA	11/21/96	11:30	KKLINE
STATED THAT VEN-VANBELKINS HAS BEEN OUT ON THIS	11/21/96	11:30	KKLINE
AND FOUND THAT AMI HAD COMPLETED THEIR WORK 11-20.	11/21/96	11:30	KKLINE
ADVISED PAUL OF WHAT CUST SAID.	11/21/96	11:30	KKLINE
PAUL SPOKE WITH RAMONE/AMITRUCK AT CUST SITE	11/21/96	14:36	KKLINE
NOW.	11/21/96	14:36	KKLINE
GLORIA CALLED-I GAVE STATUS.	11/21/96	14:36	KKLINE
GLORIA CALLED BACK-361-5500 IS NOW WORKING, BUT #'	11/21/96	14:38	KKLINE
S 361-1668,1629,1647 (FAX), AND 1799 (MODEM) ARE	11/21/96	14:38	KKLINE
	_		More

F3=Exit

F5=Refresh, No-Update

Order Tracking System 12/30/96 11:19:59
Enter/Maintain Centrex Sales Mode: DSP

More...

-der#: 961023325 01 Sts: OPN Cat/Typ/Act: CEN SLS INS Master#: st#.: 9942 SNELLING TEMPORARIES Qty...: 26 | Received...: 10/23/96 } Interval #Days OT03 Enter/Update Order Tracking Cmts Comment Time Date User NOT. IT IS CRITICAL TO THIS BUSINESS THAT THESE 11/21/96 14:38 KKLINE ARE WORKING NOW. ADVISED PAUL OF LAST UPDATE 11/21/96 14:38 KKLINE CUST WILL CHECK BACK IN ABOUT AN HOUR. 11/21/96 14:43 KKLINE 11/21/96 15:28 ADVISED JIM S KKLINE UPDATE FROM YESTERDAY (11-21)...SYSTEM WAS DOWN... 11/22/96 14:24 KKLINE 4:15PM 11-21..CALLED CUST-ALL LINES WORKING AGAIN. 11/22/96 14:24 KKLINE ALSO LEFT VM FOR JIM S TO ADVISE. CUST IS HAPPY. 11/22/96 14:24 KKLINE 11/26/96 13:00 PABAIR

HOLLAND LOCATION - FAX LINE, NDT. VERIFIED WIRING 11/27/96 11:39 PABAIR OK ON FRAME. PETE FOUND NDT AT DM. WILL HAVE PETE 11/27/96 11:39 PABAIR

F3=Exit

F5=Refresh, No-Update Enter=Add Comments

VERIFIED ORD W/ PAT, NEIL AND RAMONE.

F3=Exit

Order Tracking System Enter/Maintain Centrex Sales

12/30/96 11:19:59

Enter=Add Comments

Mode: DSP

Enter/Maintain Centrex Sar	C2		node. Dar
Order#: 961023325 01 Sts: OPN Cat/Typ/Act: CEN SLS st#.: 9942 SNELLING TEMPORARIES Qty: 26 Received: 10/23/96	INS Mast		val #Days
OT03 Enter/Update Order Tracking	Cmts		
Comment	Date	Time	User
CHECK CARD. RAYBROOK - RAMONE DIDN'T WORK DISC AND	11/27/96	11:39	PABAIR
PORT AT 9:00 AS SCHEDULED, HOWEVER C.O. WORKED THE		11:39	PABAIR
IR PORTION. RAMONE IS HAVING TROUBLE COMPLETING XL		11:39	PABAIR
ATS DUE TO TRAFFIC ON LINES. PLAINFIELD CUTTING FR	11/27/96	11:39	PABAIR
OM ISLCC - NOT COMPLETE YET.	11/27/96	11:39	PABAIR
ALL LINES WORKING EXCEPT 8200515 IN HOLLAND, CFA B	12/03/96	8:46	PABAIR
AD. NOTIFIED MIKE TO CHG CFA.	12/03/96	8:46	PABAIR
SENT PON #961030094A TO AMI TO CHG CFA FROM 24X67	12/03/96	9:23	MVIDETI
2 To 5x12	12/03/96	9:23	MVIDETI
TO 5X12' TIM WILL HAVE CFA CHG WRK'D THIS A.M.	12/03/96	10:18	PABAIR
→			More
•			

F5=Refresh, No-Update

Order Tracking System Enter/Maintain Centrex Sales 12/30/96 11:19:59

Mode: DSP

Order#: 961023325 01 Sts: OPN Cat/Typ/Act: CEN SLS INS Master#:

1st#.: 9942 SNELLING TEMPORARIES

∡ty...: 26 |Received...: 10/23/96 Interval #Days

OT03 Enter/Update Order Tracking Cmts Comment Time User CFA HAS BEEN CHG'D BY AMI. PETE IS AT DM AND WILL 12/03/96 13:02 PABAIR CORRECT WIRING THERE. ENEER CORRECTED LENS IN SWIT 12/03/96 13:02 PABAIR 12/03/96 13:02 PABAIR LINES TESTED OK. CLOSING. 12/03/96 13:15 PABAIR 12/04/96 12:24 CJONES US SIGNAL NTF.

Bottom

F3=Exit